

Midwest Business Group on Health (MBGH)

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Commercial - Adult
Languages	English
Additions/Changes to Instruments	
Purpose of Project	<ul style="list-style-type: none"> • Collect survey results from plans • Report information to local employers • Facilitate health plan quality improvement • Submit data to National CAHPS Benchmarking Database

Survey Administration

Administered Since	Late 1990s
Administration Mode	

Uses of Survey Results

Reporting	MBGH requires health plans to report their survey results to them and to the National CAHPS Benchmarking Database. They then compile a community report including data from all plans, which it makes available to local employers. The Group has plans for public reporting in the future.
Quality Improvement	They use survey results to facilitate health plan quality improvement.
Marketing/Publicity	
Pay-for-Performance	MBGH uses a pay-for-performance program to create performance guarantees for coalition employers.

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